

POSITION DESCRIPTION

Support Worker – Home Care

Program:	Sacred Heart Local
Reports to:	Clinical Team Leader, Sacred Heart Local
Supervises:	N/A
Date of Last Review:	October 2025
Classification:	Home Care Employee Level 3 Sacred Heart Mission Enterprise Agreement 2023 or subsequent Agreements
Long Service Leave:	Long Service Leave Act 2018 (Vic) or its successor This role has been deemed eligible to participate in Scheme

PROGRAM INFORMATION

Sacred Heart Mission (SHM) is made up of four Directorates: Services, People and Culture, Engagement & Development and Enterprise Support.

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Sacred Heart Local (SHL) is an in-home support program, predominantly delivering services tailored for people who are at risk of homelessness or are socially disadvantaged. SHL provides support primarily via two different programs; Commonwealth Home Support Program (CHSP) and the Support at Home (SaH) Program (formerly Home Care Packages), with the guiding aim of delivering accessible, responsive and evidence informed care that supports participants to remain safely in their homes and communities for as long as possible. In alignment with SaH, SHL promotes independence, dignity, and wellbeing through person-centred, flexible, and culturally sensitive services that reflect the diverse needs and preferences of older Australians.

PURPOSE OF THE POSITION

Support Workers are responsible for providing high quality daily care, assistance, and social supports to the service users of SHL in accordance with the relevant operational guidelines and the Aged Care Act 2024 and Strengthened Aged Care Quality Standards.

Support Worker Home Care	Document Status:	Final	Page:	Page 1 of 5
	Date Updated:	November 2025	Author:	Manager, Sacred Heart Local
	Review Date:	November 2026	Owner:	People and Culture

Support Workers play a vital role in assisting individuals to enable them to safely maintain their familiar environment as long as possible. Activities performed form part of an individual care plan as prepared by the relevant Care Partner, Social Worker or Co-ordinator in collaboration with the participant and/or relevant parties (family members and/or registered support).

KEY RESPONSIBILITIES

Accountability	Key Responsibilities/duties (note: this is not an exhaustive list)
Participant Support	- Attend to participant services as scheduled in the participant management system, Turnpoint Care. - Provide personalised care to participants in line with the Care Plan, including but not limited to assistance with personal hygiene, dressing and grooming, shopping and community access, self-administration of medication, social support and activities, meal preparation and home care. - Ensure that care and support is provided as documented in the Care Plan and in accordance with participant preferences and the Strengthened Aged Care Standards. - Work collaboratively with others in the participant's support team, which may include family, friends, advocates, and other community services. - Report any issues or changes in a participant's health and wellbeing to the Participant Liaison Officer, Care Partners, CHSP co-ordinator or Social Workers and after-hours staff. - Maintain accurate and up-to-date progress notes using Turnpoint Care. - Provide updates and feedback to Care Partners, Social Workers, CHSP Co-ordinator, Participant Liaison Officer or Program Manager when necessary. - Support the implementation of SHM's Social Inclusion strategy. - Work collaboratively with Care Partners, participants and their representatives to participate in the review and evaluation of Care Plans as part of the ongoing review process. - Complete incident reports and report feedback from participants in a timely manner.

Support Worker Home Care	Document Status:	Final	Page:	Page 2 of 5
	Date Updated:	November 2025	Author:	Manager, Sacred Heart Local
	Review Date:	November 2026	Owner:	People and Culture

Service Delivery	Provide personalised care to participants whilst promoting choice ensuring: • Participants will experience quality, responsive and compassionate care that supports a long-term relationship with SHM. • The standard of care and lifestyle needs of participants are met during their service. Service delivery standards are maintained as per SHM policies and procedures and Strengthened Aged Care Quality Standards are met. • Dignity and respect of participants is maintained through participant choice, including where the participant's choice includes a level of risk to themselves.
Teamwork	• Participate in SHL team and SHM meetings when required.
Professional Development	• Attend and participate in regular supervision sessions • Undertake all mandatory and core training in a timely manner • Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor. • Comply with the Aged Care Quality Standards and the Aged Care Code of Conduct.
Health & Safety	SHM staff are responsible for taking reasonable care of their own health and safety and maintain a safe environment for others in and out of the workplace and are required to comply with relevant policies, procedures, and instruction. • All WHS incidents, hazards and near misses are reported as per SHM policies and procedures. • Training and meetings regarding safety are attended as scheduled. • Duties are performed in accordance with SHM safety policies and procedures. • Correct use of Personal Protective Equipment.
Information Security	All staff are required to manage information and data in accordance with SHM frameworks, policy and, procedures relating to privacy, document and data management, and cyber security.
RISK	All SHM staff are responsible for considering, identifying and addressing risk in accordance with the responsibilities of their position.

Support Worker Home Care	Document Status:	Final	Page:	Page 3 of 5
	Date Updated:	November 2025	Author:	Manager, Sacred Heart Local
	Review Date:	November 2026	Owner:	People and Culture

CQI (Continuous Quality Improvement)	All SHM staff are encouraged to identify quality improvement opportunities and are responsible for implementing and monitoring CQI initiatives in accordance with the responsibilities of their position. All SHL staff are required to participate in the internal and external auditing systems and accreditation processes as directed by the Program Manager.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work.

MANDATORY REQUIREMENTS

- Eligibility to Work in Australia.
- Current COVID-19 vaccinations (evidence of three doses or a valid medical exemption certificate).
- Influenza vaccination is recommended.
- Current and satisfactory National Police Check and Working with Children Check (WWCC)
- Current Australian driver's license, registered vehicle, with minimum comprehensive insurance for transporting participants.
- Current First Aid Certificate

Desirable

- Manual Handling Certificate

QUALIFICATIONS

- Certificate III in Aged Care or Cert III in Individual Care (or in progress) or equivalent significant lived experience with aged care or complex behaviours

KEY SELECTION CRITERIA

- Relevant experience providing Aged Care Support.
- Experience in working collaboratively to achieve participant outcomes.
- Ability to work sensitively and confidentially.
- Ability to work autonomously in the community whilst following service schedules and participant task lists.
- Ability to take initiative to identify and report issues while working in unsupervised setting.
- The ability to work with a diverse range of participants and understand complex and challenging behaviours.
- Understanding of Strengthened Aged Care Quality Standards and Aged Care Code of Conduct.
- Friendly and respectful manner.

Support Worker Home Care	Document Status:	Final	Page:	Page 4 of 5
	Date Updated:	November 2025	Author:	Manager, Sacred Heart Local
	Review Date:	November 2026	Owner:	People and Culture

- Strong alignment to the values of Sacred Heart Mission.
- Experience supporting people with complex needs relating to mental and psycho-social disabilities - *DESIRABLE*
- Prior experience with using MS Teams and Participant Management Systems - *DESIRABLE*

VISION, MISSION AND VALUES

Our **vision** is of an inclusive and fair society where people can live a fulfilling life.

Our **purpose** is to end homelessness, deep disadvantage and social exclusion by building people's capacity and promoting fairer and more inclusive communities and service systems.

Our **Values** are:

Welcome

- We value people as they are and treat everyone with respect.
- We greet others with a smile and introduce ourselves.
- We show genuine interest in other people.

Community

- We give everyone an opportunity to share their ideas, opinions and feedback and we listen to what people say.
- We support each other to succeed and join up for the common good.
- We actively participate in the life of Sacred Heart Mission.

Kindness

- We make time to understand and support people's individual needs.
- We communicate with each other in a positive, helpful and compassionate manner.
- We listen deeply and never assume that we know what is best for others.

Integrity

- We make decisions that are true to our vision and purpose.
- We are honest in what we say and do.
- We keep our promises and fulfill the tasks we are expected to do.

Courage

- We look for new ways to solve problems and improve how we work.
- We speak up when things are not right to achieve better outcomes.
- We take responsibility for our actions and accept when we are wrong.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

Support Worker Home Care	Document Status:	Final	Page:	Page 5 of 5
	Date Updated:	November 2025	Author:	Manager, Sacred Heart Local
	Review Date:	November 2026	Owner:	People and Culture